# UTS iRecruit Frequently Asked Questions
## Contract Generators

Got a question? This factsheet covers some of the frequently asked questions you may have about using iRecruit as a Contract Generator.

This document is designed to offer support to Contract Generators during the appointment process.

## CREATING A VACANCY REQUEST

### “Are there any contracts not processed through iRecruit?”

There are a few appointments that, at this stage, cannot be made through the system.

- Casual Academic appointments or renewals
- Exam Supervisors appointments or renewals
- Secondments
- Variations to contracts
- Promotions
- Honoraries
- Relieving Appointment

These types of appointments will continue to be made as they are now. Please contact the Recruitment Team within Client Services to discuss.

### “What do I enter in the vacancy if I don’t have a position number?”

If you do not have a position number to enter because it is a new role or you are unsure of the number, simply enter in the anticipated grade and leave the position blank when submitting your vacancy request. You will be contacted by HRU when a new position number has been created and your vacancy will be returned to you for re-submission.

### “I need to hire more than one person in this role. Do I have to create separate Vacancy Requests?”

If you are hiring more than one person into the same position number in one recruitment campaign you do not have to create multiple vacancy requests. In this situation change the **Number of Openings** field from 1 to show the number of appointments you expect to make. You can then create multiple offers and appointments using this vacancy.

Please contact the Recruitment Team for any further information.

### “I don’t know what documents I need to upload.”

For Fixed Term contracts greater than 12 months in duration and Continuing positions you will need to upload an evaluated Position Description or Position Statement before your vacancy can be approved. If you do not have an evaluated Position Description or Statement please contact your HR Partner or the Recruitment Team to discuss.
For Appointments by Invitation, it is mandatory when creating an offer to upload a Business case for approval and a copy of the individual’s resume (and other supporting documentation).

Verbal reference checks must be conducted for roles greater than 12 months prior to the approval of an offer. In these instances, a written summary of reference checks must be prepared and attached.

Where written references are also obtained they must be confirmed with the author prior to attaching.

**“Do I need to enter in Special Remuneration information when I create a vacancy, even if I don’t know whether it will be needed?”**

It is not mandatory to note Special Remuneration at this stage. However, as soon as you think you may need to offer special remuneration such as a market loading or allowance please contact your HR Partner as soon as possible to discuss. Special Remuneration needs additional approval and may need to be benchmarked against market data.

Special Remuneration forms a mandatory component at the Offer stage and specific detail will be required at that point.

**“Do I need to enter Selection Panel members at this stage?”**

It is recommended that you enter the names of all potential Selection Panel members at the stage of creating the vacancy, even though not all of them may be involved in the selection process or be a member of the Selection Panel at interview stage.

The option will be available to update the vacancy in the future, to add in any alternative or additional members, however, by adding in a range of options at this stage then this reduces the likelihood of having to do so.

You should ensure that you include yourself on the Selection Panel and allocate yourself the Security Access status of Update.

All other Panel Members added should be given View Only access.

**“I can’t see my vacancy. Why is this?”**

You may not have entered yourself on the selection panel when you created the vacancy. Please review the Selection Panel members listing in your vacancy and update if necessary.

Contact the Recruitment Team if you require further assistance.

**“I generate contracts as part of my job though I am not a Supervisor. Will I still be able to do this in iRecruit?”**

Yes, you will be able to continue process and generating contracts when the process moves into iRecruit.

You will need to complete the Neo user access form and submit it to HR so that you can be set up in iRecruit with Contract Generator responsibility. Once this responsibility has been assigned you will
be able to generate and send contracts on behalf of a Supervisor.

Once you have been assigned *UTS Contract Generation* responsibility you can also create vacancy and offer requests. Please note, the vacancy and offer requests must still be approved in line with UTS Standing Delegations.

### VACANCY MANAGEMENT

**“I have searched and cannot see the active vacancy I need?”**

If after having searched using the Vacancies tab your vacancy is not visible, please check to ensure that you are searching using the correct IRC reference number.

If you still cannot see your vacancy please contact the Recruitment Team.

### ATTACHING AN APPLICANT

**“I need to attach an applicant to a vacancy. How do I do this?”**

Attach an applicant to a vacancy by following the steps below.

1. Login to NEO
2. Select *UTS Contract Generation* from the menu on the left hand side of the screen
3. Go to the Vacancies tab and search for the reference number.
4. When you identify the relevant vacancy click on Add Applicant
5. The Apply for Job: Select Candidate screen appears – enter the name of the candidate that you wish to attach. Click Go
6. Select the required individual by clicking on the button under the Select column and click Next
7. At the Candidate Details and Additional Information screens click Next
8. At the Application Review screen click Finish

On returning to the iRecruit Home Page the Total Applicants figure has now increased by one.

**“I can’t see the staff member/candidate I need to attach to the Vacancy.”**

There may be a number of reasons why you are not able to see a candidate.

If you are searching for an internal staff member they may not have activated their iRecruit My Account or they may have unticked the box that allows their details to be searched.

If you are searching for an external applicant they need to have registered an account in iRecruit. As part of the registration process they also need to have accepted the Privacy Statement and ticked the box to allow their details to be searched.

If you are unable to search and view the staff member/candidate’s record after checking the steps above please contact the Recruitment Team.
"A candidate has asked me how they can activate their account. What advice should I give them?"

Existing UTS staff members need to activate their NEO:iRecruit account following the steps below:

1. Login to NEO
2. Select Employee Self Service from the menu on the left hand side of the screen
3. Click on My Recruitment
4. Click on My Applications
5. Click on the My Account link – this can be found at the top left hand side of the screen next to the General link
6. Complete the information requested on the different tabs. Fields marked with a * are mandatory
7. Ensure the UTS Privacy Statement is accepted and leave the tickbox ticked on the Preferences tab
8. Click Save to ensure information is recorded in the system

External candidates can register by following the steps below.

1. Click on the Search Jobs tab on Jobs at UTS website
2. At the Login box on the right hand side of the screen click the Register today button to start the registration process
3. At the Enter Preferences stage, the candidate must ensure the UTS Privacy Statement is accepted and ensure the tickbox is ticked to indicate that they agree to their personal information being searched by UTS for possible future positions.

REVIEWING APPLICANTS & CANDIDATE MANAGEMENT

"How can I access a candidate’s application for a specific vacancy?"

View the candidate details and application information by following the steps below.

9. Login to NEO
10. Select UTS Contract Generation from the menu on the left hand side of the screen
11. Go to the Vacancies tab and search for the reference number.
12. Select the vacancy by clicking on the radio button under the Select column and click View Applicants
13. When you identify the relevant individual in the applicant listing click on their name, taking you to the Candidate Profile screen
14. Qualifications and Employment History can be viewed on this screen (in addition to such items as contact details, working rights)
15. In the bottom left corner of the screen, under the Application Details and Resume section, click on More
16. You will now be on the Candidate Details screen – under the Resumes and Documents section at the bottom of the page you can open and view all documents submitted as part of the application.
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tr>
<td>&quot;I can’t see all applicants? Why is this?&quot;</td>
<td>Ensure that you have clicked on the <strong>Total Applicants</strong> column in order to ensure you are accessing the full list of candidates, including any withdrawn applications or previously rejected applicants. <strong>Active Applicants</strong> displays those applicants still classed as ‘active’ and available for consideration. Please note, if you have recently rejected an applicant or an applicant has withdrawn this may take time to be reflected under the <strong>Active Applicants</strong> column.</td>
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<tr>
<td>&quot;A candidate has emailed me their application. What should I do?&quot;</td>
<td>If the closing date has not passed, direct the candidate to apply for the vacancy through iRecruitment. This is important as it ensures the candidate has agreed to the use of their information for recruitment and appointment purposes and has accepted the UTS Privacy Statement. Once the process is completed if you wish to appoint the applicant it will ensure there are also no delays to an offer being made and a contract issued. If the candidate is not in the system you will be unable to offer them a position.</td>
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<tr>
<td>&quot;I receive an error message when attempting to open documents submitted by an applicant?&quot;</td>
<td>In order to view documents iRecruit must be accessed as a <strong>Trusted Site</strong>. If you are receiving an error message it may be that your computer settings do not have UTS listed as one of its ‘<strong>Trusted Sites</strong>’. To enable access use the following steps:</td>
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<td></td>
<td>1. Click <strong>Tools &gt; Internet Options</strong></td>
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<td>2. Select the <strong>Security</strong> tab</td>
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<td>3. Click the <strong>Trusted sites icon</strong></td>
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<td>4. Click the <strong>Sites</strong> button</td>
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<td></td>
<td>On the <strong>Trusted sites</strong> window:</td>
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<td></td>
<td>1. Untick the <strong>Require server verification (https:) for all sites in this zone if it is ticked only</strong></td>
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<td>2. Type the following into the box below ‘<strong>Add this website to the zone:</strong> <em>uts.edu.au</em>*</td>
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<td>3. Click <strong>Add</strong></td>
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<td></td>
<td>Close all dialog boxes, this should allow access to all UTS hosted websites as trusted websites. If problems persist please contact the ITD Helpdesk on 2222.</td>
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<td></td>
<td>Alternatively please clear the temporary internet files (internet cache) on your machine.</td>
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"How do I add comments to an applicant’s record after a Supervisor has reviewed their application?"

Only a Hiring Manager should make comments. In the event that you are making comments on behalf of a Hiring Manager at their request you should enter these comments on their record through the following steps:

1. Login to NEO
2. Select UTS iRecruit Contract Generation from the menu on the left hand side of the screen
3. Go to the Vacancies tab and search for the reference number.
4. Select the vacancy by clicking on the radio button under the Select column and click View Applicants
5. When you identify the relevant individual in the applicant listing click on their name, taking you to the Candidate Profile screen
6. Under the Application section (the top right of the page), click Add alongside Application Notes
7. The Add Attachment screen displays
8. Under Attachment Summary Information complete the Title and Description fields. It is recommended that the title include your initials and date eg, Convenor Screening Comments ME 30102013
9. Under Define Attachment select the Text option (click the radio button) and enter your comments – only insert text, do NOT attach files as these will not be included in the Applicant Details Report – insert here the rating that you will be giving
10. Click Apply
11. Click Return to Search
12. Click Save
13. A document symbol is now displayed under the Application Notes column

Comments should refer to the applicant’s specific application in the context of the requirements of the Selection Criteria.

Comments should be non-discriminatory. Under legislation applicants are entitled to request access to information held on them, including these comments.

This action forms an official record of the selection action and is a replacement for the relevant Selection Committee section of the previously used Appointment Recommendation and Selection Committee Report Form.

“How do I select an applicant’s rating?”

The Hiring Manager/Convenor has responsibility for management of the rating (after a review of the application and a merit-based decision has been made).

An applicant’s rating defaults as blank.

In the event that you are entering a rating for a specific applicant on behalf of a Hiring Manager, at their request, the following steps should then be taken:

1. Login to NEO
2. Select UTS iRecruit Contract Generation from the menu on the left hand side of the screen
3. Go to the Vacancies tab and search for the reference number.
4. Select the vacancy by clicking on the radio button under the Select column and click View Applicants
5. When you identify the relevant individual in the applicant listing click on the **Applicant Rating** drop down menu
6. Select Yes, No or Maybe (blank)
7. Click **Save**

‘Yes’ – the applicant has demonstrated through their application that they meet the Selection Criteria and are judged suitable for interview.

‘Maybe’ – the applicant has demonstrated that they meet a number of the stipulated Selection Criteria, however, their application is not as strong as others – an applicant rated as ‘maybe’ will warrant discussion.

‘No’ – the applicant has failed to demonstrate through their application that they are able to meet sufficient of the Selection Criteria (or as many as of the Criteria as other applicants) and are not suitable for interview.

If the applicant is ineligible (for example they do not possess valid work rights and it is stipulated that sponsorship is not available) then you can reject immediately and change the rating to No.

“**After completing their review a Selection Panel member wishes to have their own comments added to an applicant’s record. How do I do this?”**

The Hiring Manager has responsibility for the management of comments within iRecruit.

The Selection Panel member should be instructed to e-mail their comments to the Hiring Manager for inclusion in the overall review process.

The Hiring Manager can then forward these comments to you to be added to the applicant’s record. These comments must be added as text – you should not attach any files.

The comments can be added by the following steps:

1. Login to **NEO**
2. Select **UTS iRecruit Contract Generation** from the menu on the left hand side of the screen
3. Go to the **Vacancies** tab and search for the reference number.
4. Select the vacancy by clicking on the radio button under the **Select** column and click **View Applicants**
5. When you identify the relevant individual in the applicant listing, click on their name. This will take you to the **Candidate Profile** screen
6. Under the **Application** section (the top right of the page), click **Add** alongside **Application Notes**
7. **The Add Attachment screen displays**
8. Under **Attachment Summary Information** complete the **Title** and **Description** fields – it is recommended that the title include the Selection Panel member initials and date eg, Selection Panel member Screening Comments SP 01112013
9. Under **Define Attachment** select the **Text** option (click the radio button) and enter your comments – only insert text, do NOT attach files as these will not be included in the **Applicant Details Report** – insert here the rating that you will be giving
10. Click **Apply**
11. Click **Return to Search**
12. Click **Save**
13. A document symbol now is displayed under the **Application Notes** column
Comments should refer to the applicant’s specific application in the context of the requirements of the Selection Criteria.

Comments should be non-discriminatory. Under legislation applicants are entitled to request access to information held on them, including these comments.

**“How do I create an Applicant Details report to send to Selection Panel members?”**

The Hiring Manager has responsibility for management of the Applicant Details Report within iRecruit.

Once they have completed their review of all applicants, comments have been added and each applicant given a rating against the Selection Criteria (Yes, No or Maybe), an **Applicant Details Report** can be produced.

This report will provide a list of all applicants, with summary details and information including qualifications and employment history. In addition the report will include the comments made and the rating given to each applicant. The report will also specify the IRC reference number for the vacancy and the documents submitted with the application.

You can create a report on behalf of a Hiring Manager by undertaking the following steps:

1. Login to NEO
2. Select **UTS iRecruit Contract Generation** from the menu on the left hand side of the screen
3. Go to the **Vacancies** tab and search for the reference number.
4. Select the vacancy by clicking on the radio button under the **Select** column and click **View Applicants**
5. Select the relevant individuals that you wish to include in the **Applicant Details Report** by putting a tick in the **Select** box alongside each applicant
6. Click on the **Submit Applicants Report** tab
7. A report is produced – save a copy to your local drive and ensure that the Hiring Manager has a copy

The **Applicant Details Report** will be produced in order of rating. Applicants rated as Yes will be first, followed by those rated as Maybe and finally those rated as No.

The applicable ratings are as previously listed.

A copy of the **Applicant Details Report** should be forwarded by you to all other members of the Selection Panel. Once received the report will be the reference document to support their review of the applicants within iRecruit.

Once the review of applicants by all Selection Panel members has taken place, and any additional Panel member comments have been entered by you into **iRecruit** (with any agreed change of rating made), a final version of the **Applicant Details Report** should be run for distribution prior to interviews taking place.

The **Applicant Details Report** and entries in iRecruit form an official record of the selection process in line with record keeping requirements.
INTERVIEWS

“I want to create an interview in iRecruit, what do I do?”

Once you have agreed a date and time with the applicant, and confirmed attendance with members of your Selection Committee, the following steps should be taken:

1. Login to NEO
2. Select UTS iRecruit Contract Generation from the menu on the left hand side of the screen
3. Go to the Vacancies tab and search for the reference number.
4. Select the vacancy by clicking on the radio button under the Select column and click View Applicants
5. When you identify the relevant individual in the Applicant listing click on their name, taking you to the Candidate Profile screen
6. Scroll down to the Interviews section
7. Click on the Select An Action drop down – select Create Interview
8. Click Go
9. Change Interview Type field to relevant type (default is Assessment)
10. Enter Date
11. Enter Start Time and End Time
12. Enter relevant details into Interview Location free text field
13. Change Interview Status to Confirmed
14. Enter Convenor’s Name
15. Enter Convenor’s Number

Enter members of the Selection Committee (these can only be selected from those that are included at the vacancy creation stage).

16. Click Add Selection Committee Member – search for and select the required members
17. When the Convenor drop down appears click Yes for the Committee member acting as Convenor – for all other members select No
18. Click Save tab

To review planned interviews return to your iRecruit Home page and review the Interviews section.

“I have searched and cannot find a member to attach to the Selection Panel when creating an interview?”

If this individual was not included in the Selection Panel list when the vacancy was created you will not be able to add them to the Selection Panel at interview stage. You will only be able to select the Panel for interview from those members included at the creation of the vacancy.

You can, however, update the vacancy and add a member to the Selection Panel, who you will then be able to add to the interview Selection Panel. In order to do this you must have been placed on the Selection Panel when the vacancy was set up and given Security Access status of Update.

If you need to add a member then follow the steps below:

1. Login to NEO
2. Select UTS iRecruit Contract Generation from the menu on the left hand side of the screen
3. Go to the **Vacancies** tab and search for the reference number.
4. Select the vacancy by clicking on the radio button under the **Select** column
5. Click on the **Update Vacancy** symbol (yellow pencil) for the relevant **Reference Number** of the required vacancy
6. Click on **Next** at the **Update Vacancy: Enter Primary Details** screen
7. On the **Update Vacancy: Enter Team Members** screen click **Add Another Row**
8. Search for the member that you wish to add – once added, allocate their **Security Access** as **View Only** – click **Next**
9. On the **Job Information** screen click **Next**
10. On the **Update Vacancy: Review** screen ensure that your change has been successfully made – once confirmed click **Submit**

“**What do I do when an interview has taken place?**”

A Hiring Manager is responsible for collating feedback from all Selection Panel members and ensuring an agreed decision has been reached by the Panel.

If a Hiring Manager has requested that you update the applicant’s record and enter comments on their behalf following an interview the following steps should be undertaken:

1) Login to **NEO**
2) Select **UTS iRecruit Contract Generation** from the menu on the left hand side of the screen
3) Go to the **Vacancies** tab and search for the reference number.
4) Select the vacancy by clicking on the radio button under the **Select** column and click **View Applicants**
5) Click on the number under **Total Applicants** column in order to see list of applicants
6) Identify the relevant Applicant that has been interviewed
7) Click on the name of the relevant Applicant
8) In the **Interviews** section under **Application Details**, update the relevant Interview (by clicking on the yellow pencil)
9) Change the **Interview Status** to **Completed**
10) The **Interview Result** drop down menu appears
11) Select the appropriate result – **Eligibility List, Unsuccessful** or **Successful**

Successful does not mean that the applicant has secured the position, it means that they are successful in moving to the next stage.

Eligibility List will allow us to identify those applicants that have been considered strong enough to be placed on an Eligibility List for future appointments.

12) The **Interview Feedback** free text box appears. Enter comments from Selection Panel members. You should enter Selection Panel member initials for each comment recorded, in order to identify the source of each comment

Comments should refer to the applicant’s performance at interview in the context of the requirements of the Selection Criteria. Comments should be non-discriminatory. Under legislation applicants are entitled to request access to information held on them, including these comments. The entries in iRecruit form an official record of the selection process in line with record keeping requirements.
13) Click **Save**

14) If you wish to view Interview Feedback after saving, in the **Interviews** section click on the **+Show** button alongside the relevant interview under the column headed Details

This process is repeated for the outcome of each interview.

To formally reject the applicant you must update their **Applicant Status** to **Applicant Rejected**.

**“A candidate has called me to cancel their scheduled interview, what do I do?”**

An interview can be cancelled in iRecruit through the following steps:

1. Login to **NEO**
2. Select **UTS iRecruit Contract Generation** from the menu on the left hand side of the screen
3. Click on **Interviews** (increase the **Next Number of Days** figure if required)
4. Click on the **Update Interview** symbol (**yellow pencil**) for the relevant **Reference Number**
5. Click on the **Interview Status** drop down menu – select **Cancelled** as the status
6. Click **Save**

**“A candidate has called me and cannot attend their scheduled interview. They have asked if they can reschedule but are not able to commit to a date/time yet. What should I do?”**

In this situation you should change the Interview Status to **Cancelled**. Follow the process to create a new interview when conversations have taken place and a revised date/time has been agreed.

Do not use the Interview Statuses of either **Hold** or **Rescheduled**, as these create the need for increased intervention in the tracking of the campaign.

**CONTRACT RENEWALS & APPOINTMENT BY INVITATION – ATTACHING THE CANDIDATE**

**“I want to renew a contract for a staff member. What do I do?”**

It is essential that you have an approved vacancy in iRecruit.

In order to use this vacancy to renew a contract for an existing staff member or appoint by invitation you must ensure that the staff member/candidate has activated their individual iRecruit account. Once the staff member has activated their account you can search for the staff member in iRecruit and once found, attach them as an applicant to the vacancy.

In the event that you cannot find the staff member during your search, contact Client Services to request their assistance to attach the Applicant to the vacancy on your behalf.

Once the applicant is attached to the vacancy you are able to undertake the process to create an offer and submit for approval.

**“I can’t see the staff member/candidate I need to attach to the vacancy.”**

There may be a number of reasons why you are not able to see a candidate.

If you are searching for an internal staff member they may not have activated their **iRecruit My Account**, they may not have registered in iRecruit or they may have unticked the box that allows their details to be searched for other opportunities.
If you are searching for an external applicant they need to have registered an account in iRecruit. As part of the registration process they also need to have accepted the Privacy Statement and ticked the box to allow their details to be searched.

If you are unable to search and view the staff member/candidate’s record after checking the steps above please contact the Recruitment Team.

**CREATING AN OFFER**

**“I can create an offer request but can’t send it.”**

You may not have been given Update security access when the Selection Panel was created during the vacancy creation.

For Fixed Term contracts greater than 12 months or Continuing roles the responsibility for sending the contract lies with the Recruitment Team - contact them for assistance.

**“I want to create a contract for someone who has already been with us a few weeks without a contract. How do I do this?”**

You cannot create a contract for a start date that has passed. This is known as a retrospective hire. It is illegal for a staff member to work without a contract and can result in fines or legal action against the University. As a matter of priority please contact the Recruitment Team to discuss.

**iRECRUIT APPROVALS WORKFLOW**

**“My Vacancy or Offer Request needs approving by someone not listed in the Approvals list. What should I do?”**

You can use the Adhoc Approver section on the Review page of the Vacancy and Offer Requests to add in supplementary approvers.

**“Are Principle 9 Delegations built into the approvals in the system?”**

Where a Principle 9 Delegation has already been approved by Council this delegation has been built into the system.

As new requests for Principle 9 approvals are approved by Council these will be added into the system as soon as possible. Once built into the system they will start to appear in the approval chains.

Further information is available on the UTS Governance Support Unit (GSU) website at [www.gsu.uts.edu.au](http://www.gsu.uts.edu.au). Please also contact your HR Partner to discuss.
**SEND AN E-OFFER**

"*My Offer Request has been approved, how do I send an offer to the successful candidate?*"

In order for you to be able to send your offer to the successful candidate, your vacancy must be for a Fixed Term role less than 12 months (non SSG) or a casual contract.

For Fixed Term contracts greater than 12 months or Continuing roles, the responsibility for sending the contract lies with the Recruitment Team.

You will be reminded of this in the notification that you receive in iRecruit when your offer has been approved. Contact the Recruitment Team for assistance.

A number of other Offers are to be created and sent via the Recruitment Team outside of iRecruit:

1. Reversionary
2. 2 position contracts
3. Variations
4. Secondments

You can send an e-offer to the successful candidate (if appropriate) by following the steps below:

5. Login to **NEO**
6. Select **UTS iRecruit Contract Generation** from the menu on the left hand side of the screen
7. Click on Recent Offers *(increase the Since Number of Days figure if required)*
8. Click on the Applicant’s Name
9. On the **Candidate Profile** screen go to the **Offers** section in the bottom left hand corner of the screen
10. Under the Select an Action drop down menu, select **Send Offer** and click Go
11. On the Send Offer screen enter any relevant text into the Notification Message to the Applicant free text field
12. Click Send

"*I need to reissue an issued contract as the offer has changed. What should I do?*"

If the change to the offer is as a result of an alteration, for example, to the position and/or grading, or a change from part time to full time, then the original vacancy will need to be updated by the Recruitment Team and (re)submitted for approval.

Please contact the Recruitment Team to discuss.

If the change required is to an item not stipulated at the vacancy creation stage, for example, a change to the number of hours for a part time role, then the offer can be withdrawn (if it has not already been rejected by the applicant through iRecruit), revised and then resubmitted for formal approval.

You can withdraw an offer by following the steps below:

1. Login to **NEO**
2. Select **UTS iRecruit Contract Generation** from the menu on the left hand side of the screen
3. Click on **Recent Offers** *(increase the Since Number of Days figure if required)*
4. Click on the Applicant’s Name
5. On the **Candidate Profile** screen go to the **Offers** section in the bottom left hand corner of the screen
6. Under the **Select an Action** drop down menu, select **Withdraw Offer** and click **Go**
7. On the **Withdraw Offer** screen enter any relevant text into the **Notification Message to the Applicant** free text field
8. Click **Send**

Please contact the Recruitment Team for further information.

### GENERAL

**‘I have received an e-mail notification inviting me to Click here - should I click through the hyperlink?’**

No. Email notifications are for information purposes only and to alert recipients that a change has taken place or new information is now available. Once you receive an e-mail notification please log into Neo and review your iRecruit account for details.

**“I cannot find the answer to my question. What should I do?”**

If you are unable to find the answer to your question after reading this factsheet or checking out the topic links and user guide your local area iRecruit Champion will be happy to help you.

A list of Local Area Champions can be found on the iRecruit webpages.

**“What do I do when I receive an error message?”**

If you repeatedly receive an error message please contact the ITD Helpdesk or the Recruitment Team to discuss the issue and they will direct you to the area that can help you resolve the issue.